



U.S. Immigration  
and Customs  
Enforcement

# SEVP

STUDENT AND EXCHANGE VISITOR PROGRAM

## SEVIS User Profiles for Government Users

November 13, 2015



**U.S. Immigration  
and Customs  
Enforcement**

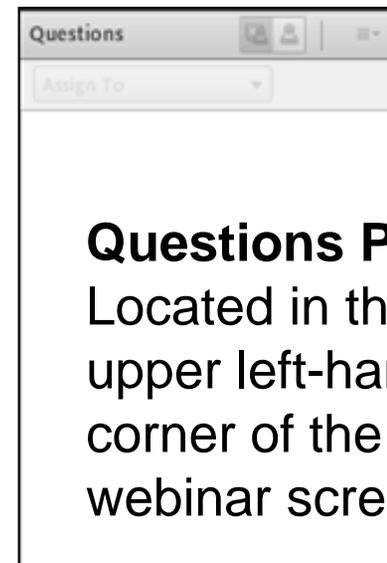
Before we start,

# **A QUICK ORIENTATION**

## Communications

- Use the Questions Pod to let us know if you are having audio or other technical issues
- Type your questions in the Questions Pod as they occur to you

There will be a Q&A session at the end of each topic, where we will answer your questions, but you may submit questions at any time.

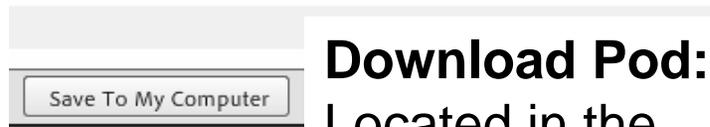


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| <b>Webinar Participant Guide.pdf</b>               | <b>139 KB</b> |
| Slides Pre-Release Webinar SEVIS 6-16.pdf          | 991 KB        |
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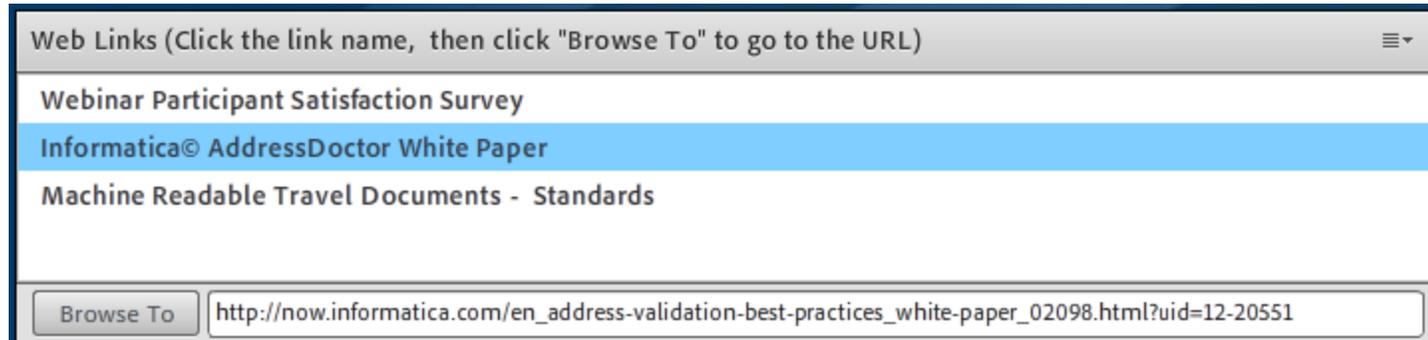
**Note:** If there are many files in the Download Pod, use the Download Pod Scroll Bar to view them all.

## Documents Available to Download Today

- Webinar slides
- Create/Manage Government Profile User Guide

Also look on [ice.gov/sevis/overview](http://ice.gov/sevis/overview) for the user guide.

## Web Links Pod



### Web Links Pod:

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### How to access web links:

1. Select link – this displays the URL.
2. Click **Browse To**- this navigates to the web site.

## Web Links Available Today

- Webinar Satisfaction Survey
- SEVIS page on ice.gov



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# SEVP

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## SEVIS User Profiles for Government Users

November 13, 2015

## Presenters

|                         |  |
|-------------------------|--|
| <b>Ann Balough</b>      | Lead, SEVIS Program<br>Development and Management<br>Section and SEVIS Business<br>Project Manager |
| <b>Helene Robertson</b> | SEVIS Webinar Facilitator  |

## Agenda

- Background on SEVIS user profiles
- Demonstration: Create SEVIS User Profile
- Closer look at the User Profile functionality
- Managing your profile
- Password reset
- Questions and Answers



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# BACKGROUND

## Why Are User Profiles Required?

- Compliance with Federal Information Systems Management Act (FISMA)
- Improved communication with government users
  - System outages
  - System changes
- More efficient password resets for active users

## Does SEVIS Profile Replace PICS Process?

- SEVIS profile does not replace the PICS process, but complements it
- SEVIS Account Management Team controls access to SEVIS
- SEVIS Account Management Team assigns user name and role in SEVIS

## When Will Users Be Required to Create a SEVIS Profile?

- Functionality deployed with SEVIS 6.23 Release on December 4, 2015
- Upon first log in after release, government users will be required to create profile



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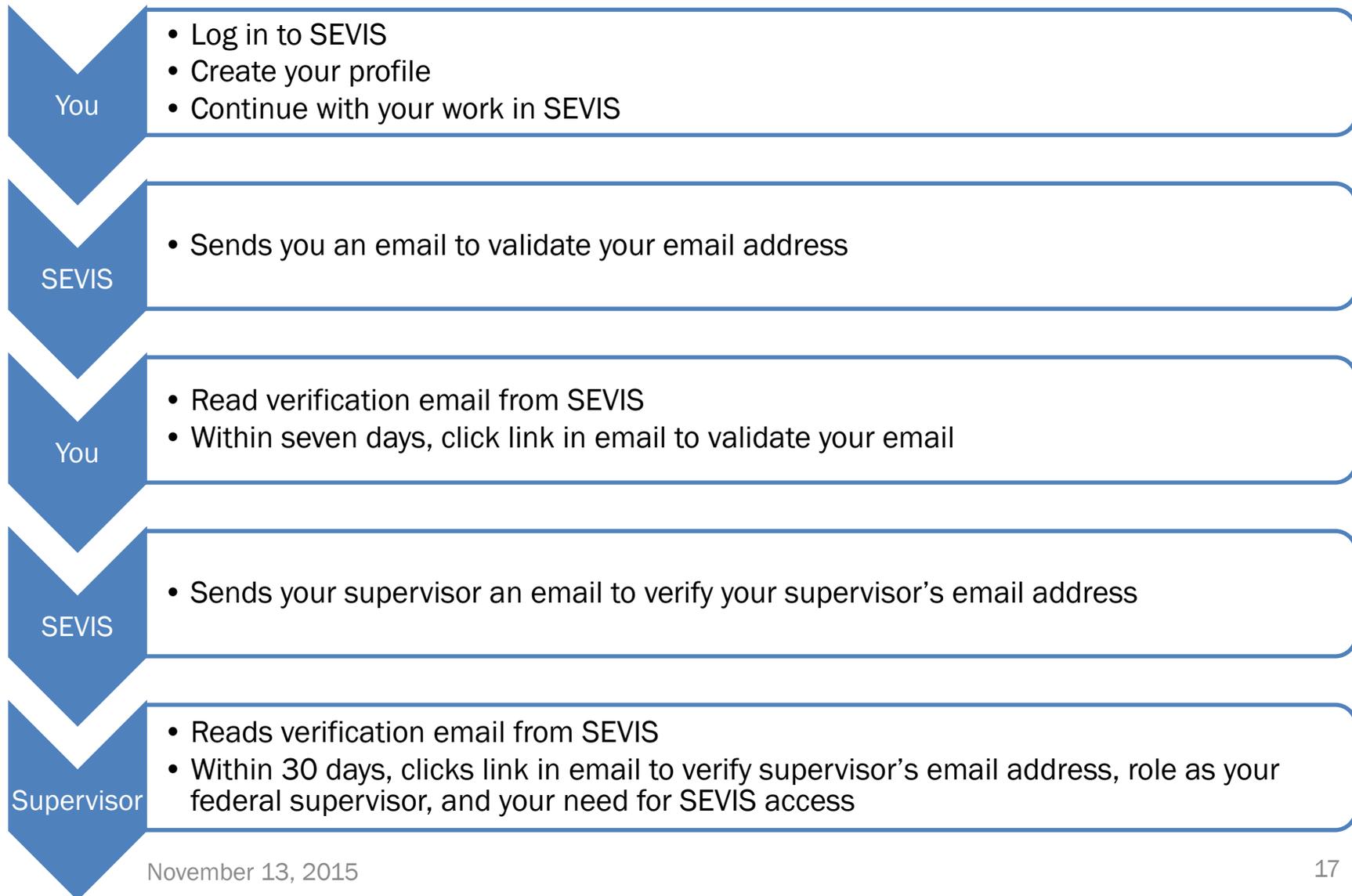
Create Government User Profile

# **DEMONSTRATION**



# **CREATE GOVERNMENT USER PROFILE – A CLOSER LOOK**

## Overview of Process



## Failure to Verify Email Addresses

- SEVIS will delete the user profile you created
- You will still be able to log in to SEVIS, but must create profile again

# Create a New Government User Profile Page

- Telephone Number
- Email address (must be .gov or .mil email)
- Government Agency
- Work Address
- Supervisor Name
- Supervisor Email
- Choose and answer three security questions

### Create a New Government User Profile

**Required fields are marked with an asterisk (\*).**

Use this page to create your SEVIS user profile. Under Federal Supervisor, list your first line supervisor if you are a Federal employee. If you are a Federal Contractor list the Federal employee authorized to grant you access to SEVIS. Click Submit when you are finished. Click Cancel to log out of SEVIS.

|  |                            |                          |  |
|--|----------------------------|--------------------------|--|
| User Full Name<br>EVPDMANAGERFname<br>EVPDMANAGERLname | User Name<br>EVPDMANAGER10 | User Role<br>EVPDMANAGER | <a href="#">Why I can't edit these fields?</a> |
|--|----------------------------|--------------------------|--|

#### Profile Information

Telephone Number \*  -  Ext.

Government Email Address \*

Re-enter Email Address \*

Government Agency \*

Work Address \*  
[Add U.S. Address](#) [Add Foreign Address](#)

#### Federal Government Supervisor

Last Name \*

First Name

Middle Name

Supervisor Email Address \*

Re-enter Email Address \*

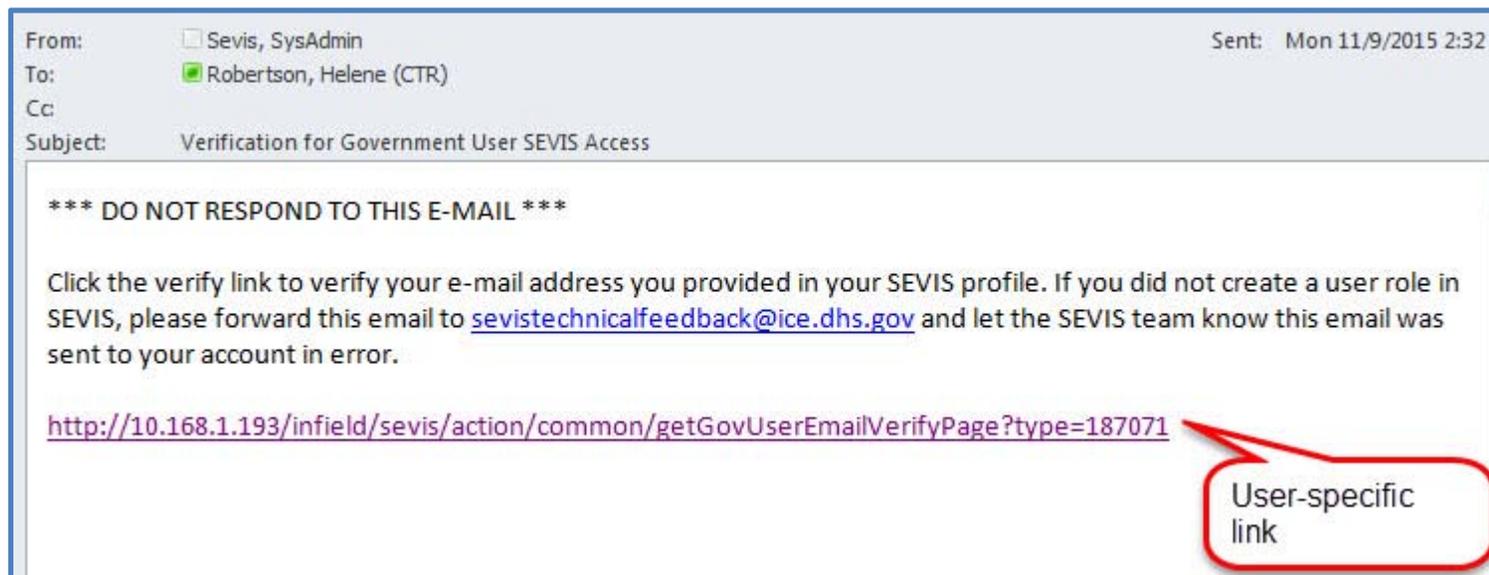
**Warning!** Your supervisor must validate your profile within 30 days or your profile information will be deleted and you will have to resubmit your information.

#### Security Question

Choose a question from each list below and provide an answer that only you will know. Answer must be longer than 2 characters and not more than 60 characters. Answers are not case sensitive.

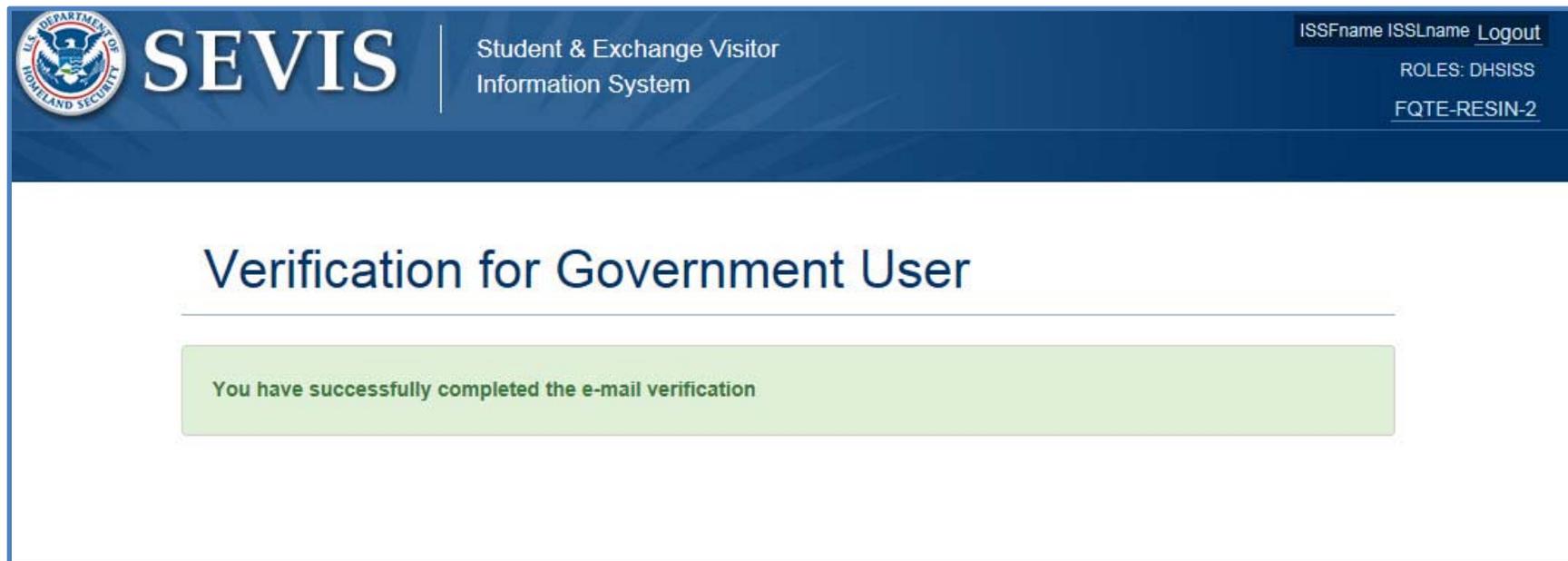
|  |                                     |
|--|-------------------------------------|
| Question #1 *<br><input type="text" value="Select One"/> | Answer #1 *<br><input type="text"/> |
| Question #2 *<br><input type="text" value="Select One"/> | Answer #2 *<br><input type="text"/> |
| Question #3 *<br><input type="text" value="Select One"/> | Answer #3 *<br><input type="text"/> |

## Email to Government User



Government users have seven days to click the link to verify their email address.

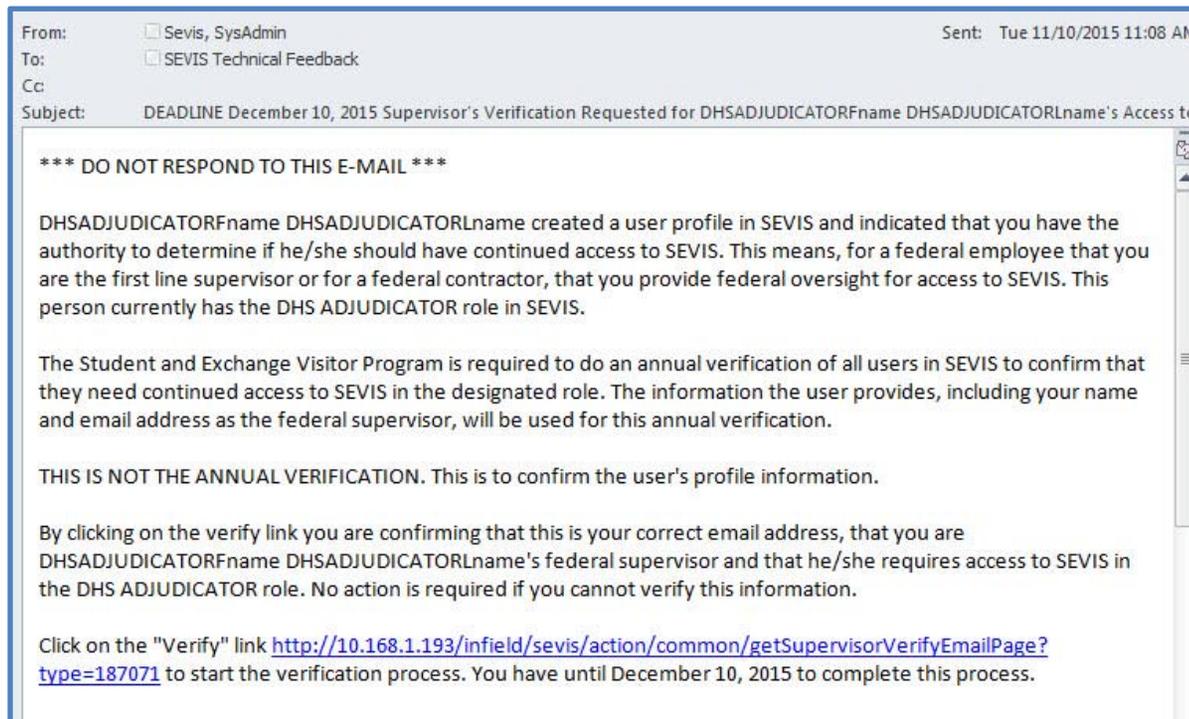
## Verification for Government User Page



The screenshot shows the SEVIS (Student & Exchange Visitor Information System) interface. The top navigation bar includes the SEVIS logo, the text "Student & Exchange Visitor Information System", and user options: "ISSfname", "ISSlname", "Logout", "ROLES: DHSISS", and "FQTE-RESIN-2". The main content area displays the title "Verification for Government User" and a green message box stating: "You have successfully completed the e-mail verification".

SEVIS does not email supervisor until after the government user completes this verification.

## Email to Supervisor



- Supervisor verifies:
  - Supervisor's email
  - He/She is the user's federal supervisor
  - User requires SEVIS access
- Supervisor has 30 days to complete verification

## Verification for Government User – Supervisor's Page



**SEVIS** | Student & Exchange Visitor Information System | FQT-RESIN-1

### Verification for Government User

Verification Due Date: December 5, 2015 (30 days left)

User Information

User Role  
**IMMIGRATION SYSTEM SUPPORT, ISS ADMINISTRATOR**

Full Name  
**ISSLname FName**

Email Address  
[Redacted]@associates.ice.dhs.gov

Government Agency  
**DHS ICE - SEVP**

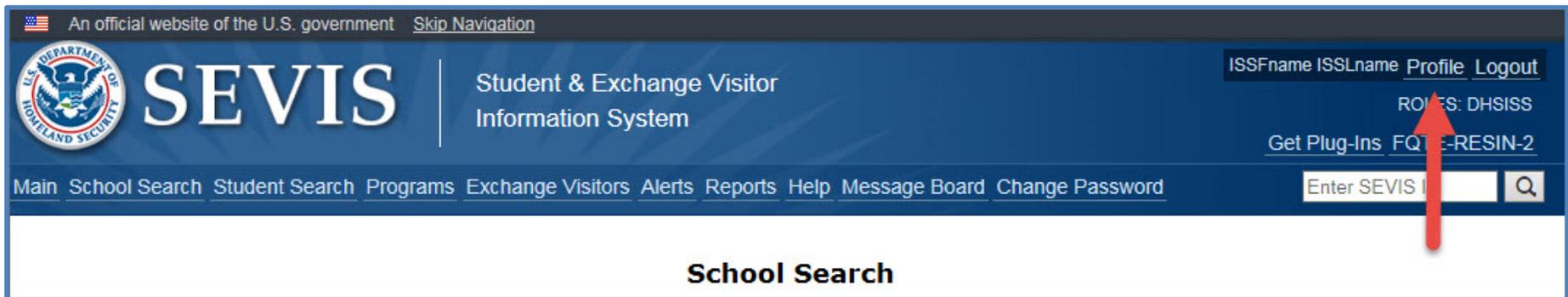
Supervisor:

- Reviews information
- Clicks **Verify User**



# MANAGE YOUR PROFILE

## How to Access Profile



The screenshot shows the SEVIS website header. At the top left, it says "An official website of the U.S. government" and "Skip Navigation". The SEVIS logo is on the left, and the text "Student & Exchange Visitor Information System" is in the center. On the right, there are links for "ISSFname", "ISSLname", "Profile", and "Logout". Below these links, it says "ROLES: DHSISS". Further down, there are links for "Get Plug-Ins" and "FAQS-RESIN-2". At the bottom of the header, there is a search bar with the text "Enter SEVIS" and a search icon. The "Profile" link is highlighted with a red arrow.

Header modified to include a link to access your profile.

## Manage My SEVIS User Profile

- Cannot edit email address
- Can edit:
  - Telephone Number
  - Government Agency
  - Work Address
  - Supervisor Name
  - Supervisor Email Address
  - Security Questions

**Note:** Change in supervisor email will require new supervisor to verify his/her email address and role as your federal supervisor.

### Manage My SEVIS User Profile

**Required fields are marked with an asterisk (\*).**

Use this page at any time to update your SEVIS user profile. Click Submit when you are finished to save your updates. If you update your Supervisor's email address, the supervisor will be asked to verify that they are your first line supervisor if you are a Federal employee or the Federal employee authorized to grant you access to SEVIS if you are a Federal Contractor. If you Cancel, no profile information will be saved.

|                                     |                   |                     |                                |
|-------------------------------------|-------------------|---------------------|--------------------------------|
| User Full Name<br>ISSFname ISSLName | User Name<br>ISS2 | User Role<br>DHSISS | Why can't I edit these fields? |
|-------------------------------------|-------------------|---------------------|--------------------------------|

**Profile Information**

Telephone Number \*  (  )   -   Ext.

Government Email Address \*  helene.robertson@associates.ice.dhs.gov Why can't I edit this field?

Government Agency \*

Work Address \*  
Edit U.S. Address Delete Add Foreign Address  
 2450 CRYSTAL DR  
 9th Floor  
 ARLINGTON VA 22202 - 4812

**Federal Government Supervisor**

|  |  |                                     |
|--|--|-------------------------------------|
| Last Name *<br><input type="text" value="Balough"/>                          | First Name<br><input type="text" value="Ann"/>                             | Middle Name<br><input type="text"/> |
| Supervisor Email Address *<br><input type="text" value="SEVIS@ice.dhs.gov"/> | Re-enter Email Address *<br><input type="text" value="SEVIS@ice.dhs.gov"/> |                                     |

**Warning!** Your supervisor must validate your profile within 30 days or your profile information will be deleted and you will have to resubmit your information.

**Security Question**

Choose a question from each list below and provide an answer that only you will know. Answer must be longer than 2 characters and not more than 60 characters. Answers are not case sensitive.

|  |   |
|--|---|
| Question #1 *<br><input type="text" value="In what city did you graduate high school?"/> | Answer #1 *<br><input type="text" value="SEVIS"/> |
| Question #2 *<br><input type="text" value="What city were you born in?"/>                | Answer #2 *<br><input type="text" value="SEVIS"/> |
| Question #3 *<br><input type="text" value="What is a street name in your city?"/>        | Answer #3 *<br><input type="text" value="SEVIS"/> |

10/09/2015 (Friday)



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# PASSWORD RESET

## Parameters for Password Reset

### Through SEVIS

- User is an active user in SEVIS
- **AND** one of the following:
  - User forgot password
  - Locked out of SEVIS (for example, fat-fingered password three times)

### Through the SEVIS Account Management Team

- User is inactive due to inactivity in SEVIS

## Redesigned SEVIS Login Page



The screenshot shows the redesigned SEVIS login page. At the top, there is a dark blue header with the U.S. Department of Homeland Security logo on the left, the text "SEVIS" in large white letters, and "Student & Exchange Visitor Information System" and "1-800-892-4829 SEVIS Help Desk" on the right. Below the header is a white sign-in box. Inside the box, the title "Sign In" is at the top. Below it are two input fields: "User Name:" with a red dashed border and "Password:" with a solid border. Under the password field is the text "By clicking 'Login', you agree to our Security Consent". Below this are two buttons: "Login" (blue) and "Register for New Account" (white with a black border). At the bottom of the sign-in box, the text "Forgot Your Password?" is circled in red.

# Request Password Reset Page

## Request Password Reset

Required fields are marked with an asterisk (\*).

### User Type\*

- Certification by DHS to admit F and/or M Students
- Designation by DoS to admit J Exchange Visitors
- Government User

### Government User

**Use this function to create a new password if:**

- You have forgotten your password.
- Your SEVIS account is locked.

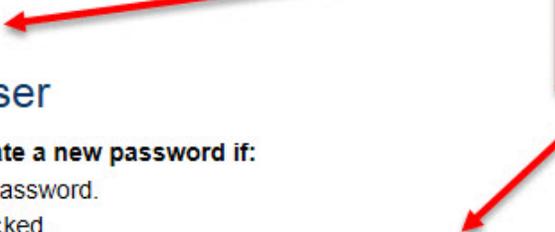
**Instructions:**

- Enter your SEVIS User Name.
- Click the Submit button or Cancel.
- You must log in within 30 days of receiving your password.

Note: If you do not have a SEVIS account or do not qualify for an electronic password reset, consult the SEVIS Access Instructions.  
(<http://www.ice.gov/sevis/sevis-application-instructions-all-users>)

SEVIS User Name\*

Click Government User radio button, and the Government User-specific instructions and actions display



# Request Acknowledgment

## Request Password Reset

**Your request is being processed.  
You will receive an email containing instructions for creating a new password.**

OK

# Email with Link to Change Password

**Follow-up Information**

Sevis, SysAdmin

Sent: Mon 11/9/2015 10:26 PM  
To:  Robertson, Helene (CTR)

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\*\*\* DO NOT RESPOND TO THIS E-MAIL \*\*\*

Recently, you submitted a request to reset the password on your account. Click on the link below, which will take you to a secure site where you can create a new password for SEVIS.

The SEVIS password requirements are as follows:

- \* Passwords must be updated every 90 days.
- \* Users may not re-use the previous eight passwords.
- \* Passwords must be 8 to 16 characters in length.
- \* Passwords must contain at least:
  - One alphabetic character
  - One numeric character
  - One of the following special characters: #, \$

# Change Password Page

## Change Password

Required fields are marked with an asterisk (\*).

|                               |                          |
|-------------------------------|--------------------------|
| <b>*User Name:</b>            | <input type="text"/>     |
| <b>*New password:</b>         | <input type="password"/> |
| <b>*Confirm new password:</b> | <input type="password"/> |

**The SEVIS password requirements are as follows:**

- Passwords must be updated every 90 days.
- Users may not re-use the previous eight passwords.
- Passwords must be 8 to 16 characters in length.
- Passwords must contain at least:
  - One alphabetic character
  - One numeric character
  - One of the following special characters: @, #, \$
- Passwords must contain a non-numeric in the first and last positions.
- Passwords may not contain two consecutive identical characters.
- When changing a password, the new password must not contain more than three consecutive characters from the previous password.
- Passwords may not contain a dictionary word or proper noun.
- Passwords may not be the same as, or contain, the user ID.
- Passwords are case sensitive. When you create a password using a mix of uppercase and lowercase letters, it must always be entered that way.

## Resources

- Create/Manage Government User Profile User Guide: <https://www.ice.gov/sevis/overview>
- SEVIS Help Desk: **1-800-892-4829**
- Email: **[SEVISTechnicalFeedback@ice.dhs.gov](mailto:SEVISTechnicalFeedback@ice.dhs.gov)**



# QUESTIONS